THE BEST IN PROPERTY PRESERVATION

From property inspections to large rehabilitation projects, the industry’s top field service companies are stabilizing the nation’s neighborhoods, one home at a time.

Property preservation has become more than just routine maintenance and trash-outs. It is central to mitigating risk and loss severity, to protecting our local neighborhoods, to sustaining the value of homes across the country, and to the housing industry’s recovery.

Whether securing an abandoned home for the winter weather or working in collaboration with city officials to ensure vacant properties don’t impact the safety and welfare of local residents, property preservation specialists are on the very front lines of the nation’s housing markets each and every day.

Property preservation specialists don’t just respond to housing’s ups and downs—they get out in front of marketplace fluctuations. They don’t take a reactive approach to regulations and municipal ordinances that might impact their clients—they become influential participants in the process, educate officials on the dynamics of the market, and guide their industry partners toward compliance. And they don’t just support neighborhood stabilization—property preservation specialists lead the charge of revitalizing America’s communities.

Over the next few pages, you’ll find information on the industry’s top firms in the property-preservation space. Find out what sets them apart, the secrets to their success, and what’s on their agenda for the coming year in this special edition of DS News.
A&D PROPERTY SERVICES, INC.

CORPORATE DETAILS: 7346 S. Exchange Ave., Chicago, IL 60649 | ADPropertyServices.com

COMPANY DESCRIPTION:
A&D Property Services is a nationally recognized preservation and maintenance firm based in Chicago, Illinois. Expertise in property preservation and field services. Our experience covers all aspects of property preservation, including court-appointed receivership, inspections, REO repair, maintenance, disaster relief, and demolition/deconstruction of residential and commercial properties. Our unique model offers banks, mortgage servicers, and municipalities a single-source solution for all services required to manage, maintain, and dispose of vacant or foreclosed properties.

WHAT SETS YOU APART FROM YOUR COMPETITORS?
» Executive Management team has first-hand knowledge and experience performing services offered.
» End-to-end property preservation and maintenance vendor. Hands-on/Boots-on-the-ground approach to property preservation.
» Customizable service package to fit individual client needs
» Cloud-based access to services performed on assets under management
» 25-year history of stabilizing and managing defaulted assets

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?
» Ability to manage large volumes of defaulted assets
» Responsiveness to client inquiries
» Clear escalations protocol, including access to Executive Management

WHAT ARE THE KEYS TO YOUR SUCCESS?
» Handling each service request with a sense of pride, urgency, and professionalism
» Understanding each asset under our management must be safe, secure, and preserved
» Constant communication with our clients to resolve all exceptional situations consistent with client protocols and guidelines

WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED?
» Section 3 Certified Contractor

TESTIMONIALS:
“Ananias and his team at A&D Property Services definitely live up to their company slogan of “Doing Ordinary things in Extraordinary ways.” Like most Listing Brokers in our industry, we have had numerous unexpected emergency items and special situations that need addressing immediately. Whether it be a last-minute-scheduled eviction, an after-hours emergency, a property breach, or a myriad of other time-sensitive stabilization and preservation services, Ananias and the A&D team jumped right on it and saved our clients thousands of dollars by getting their crews on the job the same day and sometimes within hours. His team’s professionalism and constant communication makes it a pleasure to work with them. We look forward to a long-lasting relationship with A&D Property Services.”

“A&D is very professional and great to work with. They are quick and thorough. I appreciate the fact that they inform me and can address safety, security or preservation issues that can be a public safety hazard, a property safety hazard or can negatively effect the value of the home/property. Thank you A&D for helping me make informed decisions on how to maintain and preserve my assets under management.”
— Mera Kordic, RE/MAX Premier Properties

“My experience with A&D has always been a good experience. Their field technicians are very professional and their office team is informative Communication and documentation of work performed and items needed to be addressed are always top notch. A&D’s team is thorough when performing and communicating results of their property inspections, including highlighting issues that needed to be addressed right away, and noting issues that need to and can be addressed at a later time. I have worked with A&D for quite a number of years, and I am happy to have them as an integral part of helping us in stabilizing the community.”
— Arcenio Salinas, Crosstown Realty

“We have been utilizing A&D Property Services for over 20 years now. We are always impressed with their continued commitment to preserving, managing, and maintaining assets through the ebbs, flows, and changes in the industry. We have come to expect quality work, consistent communication, and services performed on time, the first time, every time. We are glad to have a company on our side like A&D that has over the years seen it all and are able to address the challenges we face in this industry on a daily basis. Way to go A&D!”
— Bob O’hara, RE/MAX Synergy
# ALACRITY SERVICES

**CORPORATE DETAILS:** 360 East 10th Ave., Suite 400, Eugene, Oregon, 97401 | 866.953.3220
AlacrityServices.com | businessdevelopment@alacrityservices.com

**COMPANY DESCRIPTION:** Alacrity Services is a nationally recognized contractor network services company that facilitates top-quality restoration, repair, and mitigation services to a variety of clients across a number of industries including insurance, REO, commercial, property management, REI, and investor asset solutions. They have built their network of independent service providers through rigorous credentialing practices to ensure quality, integrity, and stability. Their model incorporates proprietary workflow management software and leverages top-to-bottom industry experience to provide exceptional support throughout the lifecycle of each assignment.

**BUSINESS LINES, SERVICES, AND PRODUCTS**

**Alacrity Services’ Offerings Include:**
- Nationwide network of credentialed contractors
- Dedicated field and support staff
- Project workflow management software
- Integrated accounting and payment processing system
- Quality Assurance guarantee
- NEW Resolve® powered by Lowe’s direct-to-consumer program (resolvebylowes.com)

**Network Contractor Services Include:**
- General contractor, mitigation, emergency, specialty, contents, and full-service
- Residential and commercial
- Ladder assist to catastrophic and large loss
- Roofing, flooring, electrical, plumbing, and more

**KEY FEATURES/BENEFITS:** The core of Alacrity’s business is its national network of credentialed service providers. Their extensive screening process includes: business history and profile, financial stability, insurance coverages, and background checks. They also regularly monitor network contractors to ensure they maintain these credentialing standards. Contractor performance is tracked and scored in order to incentivize quality and efficiency. Their field and support staff develop strong professional relationships with network contractors so that contractors are comfortable operating within the expectations of the network.

In addition to pursuing top quality work through screening practices and tracking contractor performance, they also require network contractors to provide industry standard warranties on materials and workmanship. Their Quality Assurance Guarantee serves as an additional level of protection for clients and their customers.

**WHAT ARE THE KEYS TO YOUR SUCCESS?** The combined power of Alacrity’s extensive network of credentialed contractors, experienced field and support staff, and technological tools make Alacrity Services the perfect solution for those in need of a managed contractor network and supporting services. They commit fully to providing clients with customized solutions and have built their company on a foundation of professionalism, communication, and responsiveness.

**WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED?**
- 18 years in business as of 2017
- Named a 2016 and 2017 Top Workplace by The Oregonian
- Launched Resolve powered by Lowe’s (ResolveByLowes.com) in 2016, connecting consumers, property managers and investors directly to our contractor network and benefits

**WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?** Their high-touch customer service is what drives results. Each client is assigned a dedicated account manager and along with other critical roles, comprehensive support is delivered during the course of every job:
- Regional Field Managers (RFM): experienced field staff that live in the market and work with contractors on-site, supporting project efficiency and helping navigate potential issues that arise.
- Customer Service Group (CSG): the designated in-office points of contact that monitor the timeliness of work orders, provide technical troubleshooting, and work in tandem with the Regional Field Managers to ensure that each job progresses as scheduled.
- Parent company, Lowe’s® Home Improvement: with a nationwide retail footprint, contractors and homeowners gain efficiencies from sourcing materials and product procurement.

**WHAT SETS YOU APART FROM YOUR COMPETITORS?**
- Boots on the ground: experienced field staff that knows contractors and can put eyes on projects
- Right-sized contractor network: they maintain the right number of contractors aligned with the volume of work

**SPECIAL ADVERTORIAL SECTION**
ALTISOURCE® FIELD SERVICES

CORPORATE DETAILS: 1000 Abernathy Road, Northpark Town Center, Building 400, Suite 200, Atlanta, GA 30328 | 877.806.7586 | altisource.com/fieldservices

COMPANY DESCRIPTION: Altisource Field Services provides comprehensive and customizable property preservation, inspection, repair, maintenance and marketability services nationwide to more than 146,000 properties for clients across the mortgage and real estate industries with a primary focus on pre-foreclosure and post-foreclosure properties.¹ A key driver of the company’s solutions is its proprietary vendor oversight infrastructure that manages, trains and monitors a nationwide network of vendors. Altisource’s oversight ensures vendors adhere to industry standards and provides the highest quality services for its portfolio. The company aims to inspect, preserve and repair properties as if they were their own and offers a full range of scalable and customizable services to meet your specific needs.

COMPANY HISTORY: Altisource was founded in 2009 and is a leader in providing services and technology for the mortgage and real estate industries. Altisource performs more than 2.1 million property inspections per year² and has experienced steady growth by providing the highest quality services and innovative solutions to its clients.

REGULATORY COMPLIANCE: Altisource has extensive experience with various client, regulatory, agency, investor and local requirements, including Fannie Mae, Freddie Mac, FHA/HUD, VA and USDA. Rigorous controls and a robust compliance infrastructure, which includes independent vendor management and oversight, quality assurance, customer experience management and compliance departments, drive a compliance-led approach to field services to effectively navigate ever-changing investor guidelines, regulatory environment and legal requirements.

BUSINESS LINES/SERVICES:
Inspection Services
» Exterior and interior inspections
» Property condition reports
» Disaster and weather event emergency inspections
» Quality control inspections
» Customized inspection services

Preservation and Specialty Services
» Seasonal services
» Recurring maintenance
» Repairs with cost estimate validation
» Property registrations
» Utilities management
» Code compliance management
» Renovation and marketability solutions
» HOA management
» Signage installations and other specialty services

Community Engagement Services
Altisource maintains relationships with homeowner associations, national and local nonprofit organizations, neighborhood groups and other community stakeholders to help protect your assets and reputation and sustain vibrant, thriving neighborhoods.

Automated Solutions
Altisource’s proprietary technology platform helps effectively manage your property preservation and inspection needs and satisfy client, investor, agency, government and local requirements.

KEY FEATURES/BENEFITS:
Quality you can count on
Altisource’s proprietary vendor management, leading training platform, dynamic performance monitoring and reporting help confirm the services you need are performed within required timelines and with the highest quality.

National network with local expertise
Altisource’s scalable, integrated delivery model and vendor network provide a regional focus and local expertise to help protect, preserve and maintain your portfolio of homes.

Field quality control
Altisource’s Regional Field Services Management team, which consists of 21 experienced employees, is strategically located throughout the U.S., conducts daily quality control inspections in the field for clients’ portfolios, leverages local expertise, administers field training with vendors and focuses on developing relationships and engaging with code officers, HOAs, nonprofit representatives and other community stakeholders.

WHAT MAKES ALTISOURCE DIFFERENT:
Altisource’s national scale leverages regional focus and local expertise and presence through its field quality control team to offer scalable and customizable solutions. Altisource establishes high-quality controls across its operations, its technology platform and its field quality control team and constant, multifaceted monitoring to help ensure Altisource’s vendors adhere to industry-leading standards for compliance, performance and community stewardship.

CORPORATE STRATEGIES AND GOALS:
Altisource leverages technology, strategic collaboration and modern approaches to bring new and customized solutions to clients. Altisource wants to be Your One Source™ for field services, driven by a commitment to quality, responsiveness and compliance.

¹ Transaction volume October 2016 - September 2016, including District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands
² Transaction volume July 2016 – June 2017

KEY PERSONNEL
John A. Vella
Chief Revenue Officer
Joseph A. Davila
President, Servicer Solutions
Timothy L. Meyer
VP, Field Services

STAFFING:
» Employees: 544

GEOGRAPHICAL SCOPE:
» Altisource offers field services nationwide, including the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands.

CONTACT INFORMATION
Timothy L. Meyer
770.933.5201
timothy.meyer@altisource.com

® Altisource was founded in 2009 and is a leader in providing services and technology for the mortgage and real estate industries. Altisource presents more than 2.1 million property inspections per year² and has experienced steady growth by providing the highest quality services and innovative solutions to its clients.

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ASSERO SERVICES

CORPORATE DETAILS: 10 Canal Street, 1st Floor, Bristol, PA 19007 | 866-832-1711 | info@assero24.com
Assero24.com

COMPANY DESCRIPTION: Assero Services and 24 Asset Management, a Real Estate Asset Management and Field Services company, was established by the coming together of various leading players in the real estate sector. Today, we are a leader in Real Estate Services across the United States with over 200 employees. We offer complementary business lines that cover the whole of the property default life cycle. Our values on quality control, innovation, and simplicity are presented to the clients as calm waters so they don’t have to worry about how much work is going on underneath the surface. The Assero 24 team come to work with a sense of urgency about what they are doing, even with the simplest task on a day-to-day basis. Every task big and small is important to getting the job done, which lays the groundwork for everyone else to do the things they are doing adding up to something huge. Over the last eight years, the companies have successfully managed over 250,000 assets. The team empowers clients with data and knowledge around their portfolio and connects them with the best local professionals who can help. Assero and 24 Asset have assembled a team which currently services contracts for property preservation, field services, asset management and marketing, rental management, evictions and relocations, utility and HOA management, and vacant property registrations. Assero and 24 Asset manage its business from three regional offices in Miami, San Diego, and Philadelphia. Our local footprint is made up of fifteen local depots nationwide where Assero owns and operates locally based Field Crews and Quality Control Personnel in areas of high asset concentrations. Assero directly employs the crews which drive company vehicles and are properly equipped to respond to normal and emergency situations. These field employees aid in training new vendors, performing QC inspections, and maintaining excellent local broker and community relationships.

REGULATORY COMPLIANCE: Assero has made heavy investments in technology and human resources to manage financial regulatory compliance. The staff has knowledge of CFPB guidance and our Vendor Management Department works with only those local vendors who have been fully vetted and background checked.

WHAT SETS YOU APART FROM YOUR COMPETITORS?
» Field crews
» Technology – Duplicate photo recognition, geotagging, mobile app
» In-house council for tax and HOA negotiations

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?
Technology gives advantages for efficiency and accuracy

WHAT ARE THE KEYS TO YOUR SUCCESS?
At Assero, we strive to establish and maintain a culture of responsibility. A world-class service organization begins with common respect for both the hard work and the true steps it takes to complete even the simplest task. We endeavor to achieve this every day for our clients.

KEY PERSONNEL
Eduardo San Roman
Partner
Lee Mertins
Chief Operating Officer
Brian Nisbet
Chief Executive Officer
Lisa Shepherd
Executive Director

STAFFING:
» Number of company employees: 200 +

GEOGRAPHICAL SCOPE AND COVERAGE AREA:
» Nationwide

BUSINESS LINES, SERVICES, AND PRODUCTS:
» Property Preservation, Inspections, REO Field Services, Asset Management, HOA/Tax and Utility Management, VPR Registration, Claims and Damage Estimates, Renovation

KEY FEATURES/BENEFITS:
» In-house Field Employees
» Locally based contractors
» Technology – In-house development team Visneta
ASSURANT FIELD SERVICES

CORPORATE DETAILS: 101 W. Louis Henna Blvd., Austin, TX 78728 | 800.468.1743 | AssurantMortgageSolutions.com

COMPANY DESCRIPTION: Headquartered in Austin, Texas, Assurant Field Services provides nationwide coverage. Assurant’s teams are dedicated to changing the way field services are delivered. They think outside the box to give clients an advantage—reducing your risk, from first notice of default through REO disposition. Assurant Field Services focuses on reducing exposure to risk and preserving the value of homes for clients, while maintaining healthy, stable neighborhoods in communities nationwide.

As part of Assurant Mortgage Solutions, Assurant Field Services is uniquely positioned to align with clients’ goals to lower risk. Assurant Mortgage Solutions’ comprehensive suite of mortgage solutions proactively manages risk, from origination to disposition. They offer the opportunity of a single-source provider to provide stability and peace of mind. Their growing portfolio of solutions includes title services, valuations, field services, and mortgage technology.

Assurant Field Services offers: inspections, preforeclosure, REO, and support solutions.

COMPANY HISTORY: Founded in 1996, Field Asset Services, LLC (FAS) was one of the first field service companies to offer nationwide coverage. In 2013, Assurant, Inc. acquired FAS to create Assurant Field Services to expand its mortgage solutions offerings. Assurant Mortgage Solutions was established to provide the mortgage industry with a single, committed partner who can help reduce risk throughout the mortgage lifecycle.

WHAT SETS YOU APART FROM YOUR COMPETITORS?

The team at Assurant Field Services understands that clients have exposure to risk at each stage of the asset lifecycle. Their proven process and extensively trained team proactively identify risk. This approach, combined with their technology solutions, allows them to streamline risk management, keep clients up-to-date on property status, and manage complex timelines to ensure that their clients’ assets are protected. Assurant Field Services’ skilled, responsive team is committed to continued innovation and service excellence, and is the foundation of the company’s ongoing success.

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?

Assurant Field Services is a proactive strategic partner who is dedicated to reducing risks for clients. Assurant is a strong innovative partner. Clients partner with Assurant because they turn valuable insights into powerful innovation. As an expert in risk management products and services, they are trusted to help protect what matters most to clients and their customers.

Assurant provides enhanced strength in:
- Audit management
- Regulatory compliance
- Industry expertise and leadership
- Risk-based field service strategies
- End-to-end services for the life of the loan

WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED?

» Assurant, Inc., a global provider of risk management solutions, was named a 2016 Best Employer for Healthy Lifestyles® award-winning company by The National Business Group on Health, marking the fifth consecutive year the company has been recognized.
» Assurant, Inc. was named to the 2014 list of America’s 50 Most Trustworthy Financial Companies published by Forbes magazine.
» InformationWeek 500, an annual listing of the nation’s most innovative users of business technology, recognized FASconnect in its first year with a company ranking of 174 (2011).
» Progress in Lending Association’s Innovations Award Winner (2010).

REGULATORY COMPLIANCE: Assurant Field Services employs a Director of Regulatory Compliance who works with the Assurant Government Relations and Legal Departments to keep abreast of regulatory and legislative changes that impact the field service business. Through government relations, Assurant Field Services also works with government agencies and departments to provide input into rulemaking in the regulatory change process. Internally, Assurant Field Services maintains a centralized change management process to ensure regulatory and legislative changes are implemented properly into our processes and procedures.

KEY FEATURES/BENEFITS: Assurant Field Services utilizes data, technology, and service excellence to change the way field services are delivered. Dedication to continuous improvement and innovative solutions are cornerstones of the company’s success. By leading the industry through forward-thinking strategies, Assurant Field Services provides its clients with advanced solutions. The company is committed to delivering the highest-quality service every day for every customer, every vendor, and every employee.

WHAT ARE THE KEYS TO YOUR SUCCESS?

Assurant Field Services’ success is driven by their people. Their responsive team is committed to continued innovation and service excellence, and is the foundation of the company’s ongoing success. Assurant Field Services’ day-to-day focus on quality performance is why clients turn to them to protect against exposure to risk.
**Property Preservation Guide**

**CORPORATE DETAILS:** 483 Oak Glen Road, Howell, NJ 07731 | 732.534.7192
sales@brookstonemanagement.com | BrookstoneManagement.com

**COMPANY DESCRIPTION:** Brookstone Management is a leader in the mortgage field industry for preserving and maintaining occupied, vacant, pre-foreclosure, and REO assets nationwide. Brookstone will always remain true to its fundamental mission of delivering the maximum quality of service for its clients to achieve the greatest return on their assets while limiting their exposure. Brookstone Management is widely versed with shifting government, investor, client, and insurer guidelines, and proactively creates and implements solutions, as well as best practices to surpass industry standards. Brookstone Management is committed to upholding and delivering the highest quality service to its clients, while working in partnership to upkeep their values and preserve and protect their securable interests.

Brookstone Management is headquartered in New Jersey with offices throughout the country.

**COMPANY HISTORY:** Brookstone was founded in 2005 to address the need for a one-stop-shop for preserving and maintaining properties. Founded by industry leaders, with over 40 years’ combined experience in the rehab and construction industry, Brookstone quickly grew from its humble beginnings in New Jersey to have a nationwide footprint. Privately owned, Brookstone possesses the flexibility and the business acumen to quickly align services with client expectations in all relevant areas and lines of business.

**REGULATORY COMPLIANCE:** Brookstone monitors changes in regulations through multiple sources, and maintains compliance with municipal code changes, state regulations, as well as federal regulations. Brookstone has a dedicated compliance team to address any pending and future changes.

Brookstone works closely with clients to develop both internal and external policies and procedures to address the quickly shifting regulatory landscape. Brookstone also ensures that its vendor network is adequately informed about changes to the regulatory landscape.

**KEY FEATURES/BENEFITS:** Brookstone Management prides itself on its end-to-end sourcing of vendors. Sourcing starts from ensuring the most competent vendor network, making sure that the right person, with the right experience is doing the job every time. Because Brookstone sources directly to the vendor who will be completing the actual work, you are ensured that we are monitoring every aspect of their work.

Brookstone uses state-of-the-art technology to make sure that all the work is performed exactly as specified.

Brookstone employees have years of industry experience. Brookstone assigns dedicated work teams for specific clients, to ensure that the client is always working with a team that understands their expectations.

Brookstone maintains and delivers the highest quality of service by utilizing a combination of Field QC and in-office QA to review and inspect work. Reviews are proactively communicated with the vendors to ensure that quality of work exceeds client expectations. Additionally, Brookstone internally audits work orders to ensure that all service level expectations are met or exceeded.

**WHAT ARE THE KEYS TO YOUR SUCCESS?**

- Taking a no property left behind approach
- Ensuring proper quality inspections
- In house Quality Assurance teams
- Fully transparent, real-time data reporting with dashboards
- Dedicated client specific work teams
- Working close with Aspen Grove to ensure that all aspects of the workflow are tracked and reported, end-to-end
- Mobile app solution that allows real-time updates including pictures and inspection results

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**KEY PERSONNEL**

**Shlomo (Sam) Ingber**
CEO & Principal Owner

**Abraham Goodman**
COO & Principal Owner

**Zachary Wong**
CIO

**Kerry Medel**
Director of Client Relations

**NUMBER OF COMPANY EMPLOYEES**

- Number of Employees: 150+

**BUSINESS LINES/SERVICES OR SOLUTIONS OFFERED**

- Inspections
- Preservation
- Evictions
- REO initial services
- Code violation management
- Hazard insurance claim repairs
- FHA and REO repairs
- Utility support services
- Reoccurring services

**WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS:**

They source to the end provider—they make sure that the vendor that they sourced is doing the work correctly and in a timely manner. They ensure that only the correct vendor for the job is used.
CARRINGTON HOME SOLUTIONS, L.P.

CORPORATE DETAILS: 1600 South Douglass Road, St. 130B, Anaheim, CA 92806 | nscreo@carringtonhs.com | CarringtonHomeSolutions.com

COMPANY DESCRIPTION: Carrington Home Solutions L.P. (CHS) offers a full array of inspection, property preservation, monthly maintenance, and capital repair services to lenders, servicers, and asset managers, as well as institutional clients, private real estate investors, and real estate agents. Our nationwide network of experienced professionals provide prompt, responsive, reliable, quality services that preserve and enhance property values to turn listings into sales and/or rentals.

The services provided to the client are segmented in two primary business verticals; presale (FHA, VA, Conventional) and postsale activities. The presale services are designed to assist our clients with protecting and preserving an asset’s value. CHS believes our services will help minimize costs and maximize liquidation proceeds. Key activities include occupancy determination; securing, preservation, and maintenance tasks; avoiding code or HOA violations, as well as minimizing value deterioration.

The postsale services continue with the general preservation of the asset with the added emphasis of assisting asset managers to move the property from “prenlist” to “list” in a timely manner or when dealing with FHA-related properties quickly moving to conveyance ready. This, along with an assessment of the capital repairs necessary to make the property “lender eligible,” will assist the asset manager to determine the best disposition strategy for the property.

COMPANY HISTORY: The leadership team at CHS has a broad range of mortgage banking experience, including default servicing, capital markets, and portfolio management. This broad range of experience, including specific knowledge as to how the investment vehicles are designed, is a competitive advantage. This knowledge led to the design and structure of CHS’s platform. The management team fully appreciates the fact that preservation and capital repairs are the biggest unknown in all valuation models, yet represent a significant portion of the risk.

KEY FEATURES/BENEFITS: CHS provides high-quality custom-tailored property preservation and repair services for mortgage servicers, asset managers, and property owners. CHS offers cost-effective and reliable solutions that will protect and increase the value of your pre-foreclosure, REO, and rental assets. Being flexible and nimble, CHS can quickly adapt its products and services to meet our clients’ requirements. Our technology platform and data management systems allow our clients real-time access to their portfolios.

WHAT SETS YOU APART FROM YOUR COMPETITORS? CHS differentiates itself from the competition by deploying a holistic approach to property preservation and repair management. The company’s integrated business model delivers high-performance, national coverage through a central dedicated point of control. CHS is part of the Carrington family of companies, with services including: financing, REO asset management, rental management, property evaluations, title and escrow, and real estate sales. No other preservation management company has the flexibility to deliver as many of these capabilities on-demand as a client needs.

Carrington’s integrated business model is results-oriented and designed to minimize costs while maximizing value. The company’s approach has been proven to reduce days-on-market and deliver higher sales prices—and higher net margins—for its clients. It’s a centralized, all-encompassing way of doing business, which eliminates the need to manage numerous vendors and other counterparties in multiple markets.

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS? CHS’s Field Service Coordinators (FSCs) are knowledgeable in the field of property preservation and capital repairs. Our FSCs are the key to CHS’s success. They are capable of collaborating with the client on all services that may be required to best protect and preserve the asset. A team, sized by proven CHS staffing metrics, of FSCs is assigned to a client’s portfolio. The same individual will manage the client’s assets from boarding to disposition, which allows the FSC to have granular knowledge of the property.

WHAT ARE THE KEYS TO YOUR SUCCESS? CHS can offer a variety of solutions designed specifically to meet the unique needs of its clients. Whether the client is looking for a portfolio management approach to property preservation and capital repair or when a consultative approach is desired or speed of service is the goal, CHS can tailor its services to meet the specific needs of the client. Our approach and experience assists clients with minimizing carrying costs and servicing expenditures, as well as avoiding unnecessary preservation and monthly maintenance costs.

Our data management and analytical approach to the business allows the company to turn results into actionable information. The data collected at the order level is used to determine the best course of action for the asset. The order-level data can be shared with the client for their analytical purposes and modeling as well. CHS provides storage of the order history, photos, and report forms via web-based a client portal. The client portal also acts as an interface for bid and invoicing approvals.

CARRINGTON
HOME SOLUTIONS, L.P.
CYPREXX SERVICES, LLC

**CORPORATE DETAILS:** 525 Grand Regency Blvd., Brandon, FL 33510 | 1.800.516.6348 | tony.m@cyprexx.com
Cyprexx.com

**COMPANY DESCRIPTION:** Cyprexx Services, LLC is a national field service company providing property preservation, maintenance, repair, inspection, vacant property registrations, utility management, and additional services to some of the largest servicers, financial institutions, Government Sponsored Enterprises, asset management companies, and brokers. The company’s core competency in vendor management coupled with its proprietary technology platform allows Cyprexx to effectively scale solutions to each client’s needs.

**COMPANY HISTORY:** The owners of Cyprexx were homebuilders prior to entering the field services industry. Because of the founders’ knowledge in homebuilding, Cyprexx has a foundation in managing repairs. Cyprexx has grown to offer all aspects of field services. The company has a history and reputation for standing behind the work performed. With more than 20 years of experience in the industry, Cyprexx brings comprehensive solutions and ease of doing business to clients.

**REGULATORY COMPLIANCE:** Cyprexx monitors changes in regulations through multiple sources and maintains compliance with municipal code changes, property registrations, and other areas affecting the preservation and servicing industry.

**KEY FEATURES/BENEFITS:**
- Cradle-to-grave national field service provider
- More than 20 years of experience
- Customer service focused
- New product innovator
- Proprietary technology-flexible solutions
- Ease of doing business

**WHAT SETS YOU APART FROM YOUR COMPETITORS?** Cyprexx is a high-touch organization that continually exhibits a strong commitment to the client. Clients praise Cyprexx for being best-in-class in all facets of property preservation, conveyance, communication, and resolution. Cyprexx’s commitment to improvement is exemplified by superior performance and innovation of new products.
Cyprexx takes a multitiered approach to ensuring services are completed on schedule and to client expectations. This approach catches issues before they are problems and protects clients against excessive costs and timeline overruns. Cyprexx stands firmly behind all work performed, and has made the entire management team available to clients to ensure that the company exceeds expectations and achieves excellence.

**WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?** Cyprexx has been on the forefront of industry innovation for many years. Cyprexx brought InvisiBoard, a patented polycarbonate window-covering solution and RailKit, a finished rail product, successfully to market.
Most recently, Cyprexx partnered with application developer Prempoint to launch LockWise, a keyless Bluetooth entry-management system. This new lock-and-access control system allows the ability to grant and revoke access to properties at the touch of a finger, as well as to track and report who enters homes without having to worry about managing keys ever again. All of these innovations bring improved solutions to our clients that increase curb appeal, add safety, offer better technology, ease property access, and help reduce neighborhood blight in communities.

In an effort to make InvisiBoard more accessible and affordable, Cyprexx has launched new InvisiBoard sizes and adjusted pricing. Those new sizes and window kits are now available at a number of new distribution centers and on Amazon. Cyprexx will continue to look for ways to make access to our products easier and raise the overall industry standard of service.

**WHAT ARE THE KEYS TO YOUR SUCCESS?** Cyprexx is a client-centric company; teams are established at the client level so clients always speak to the parties managing their assets. Cyprexx makes doing business easy. Its proprietary technology platform and in-house IT division provide Cyprexx with the flexibility to meets clients’ needs in real-time.

**WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED?**
- Entrepreneur magazine, Top 100

**WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?** Cyprexx has been on the forefront of industry innovation for many years. Cyprexx brought InvisiBoard, a patented polycarbonate window-covering solution and RailKit, a finished rail product, successfully to market.
Most recently, Cyprexx partnered with application developer Prempoint to launch LockWise, a keyless Bluetooth entry-management system. This new lock-and-access control system allows the ability to grant and revoke access to properties at the touch of a finger, as well as to track and report who enters homes without having to worry about managing keys ever again. All of these innovations bring improved solutions to our clients that increase curb appeal, add safety, offer better technology, ease property access, and help reduce neighborhood blight in communities.

In an effort to make InvisiBoard more accessible and affordable, Cyprexx has launched new InvisiBoard sizes and adjusted pricing. Those new sizes and window kits are now available at a number of new distribution centers and on Amazon. Cyprexx will continue to look for ways to make access to our products easier and raise the overall industry standard of service.

**WHAT ARE THE KEYS TO YOUR SUCCESS?** Cyprexx is a client-centric company; teams are established at the client level so clients always speak to the parties managing their assets. Cyprexx makes doing business easy. Its proprietary technology platform and in-house IT division provide Cyprexx with the flexibility to meets clients’ needs in real-time.

**WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED?**
- Entrepreneur magazine, Top 100
FIRST FREEDOM PRESERVATION

CORPORATE DETAILS: 7 Church Lane, Ste. 22, Pikesville, MD 21208 | 443.393.0222 | info@ffpreservation.com
FFPreservation.com

COMPANY DESCRIPTION: First Freedom Preservation (FFP) is a property renovation and preservation company that manages and services bank-owned, HUD, and real estate-owned properties. FFP completes renovations and upgrades, and performs repairs and regular maintenance in order to restore the homes to marketable condition.

COMPANY HISTORY: Do it right the first time is First Freedom’s core value. When Al Freedman founded the company in 2008, he instilled this core value into every element of the process.

The more lenders, banks, and brokers First Freedom worked with, the more the company realized that the biggest service they provided their clients was the ability to sell REO properties faster and for more money—often before the renovations were complete.

Today, First Freedom’s fundamental values are quality, collaboration, and timeliness. They have developed systems to ensure a high standard of quality on each REO project. All First Freedom contractors are licensed, full-time employees with a wide range of skills for home repairs and renovations. They also work with the best service providers to ensure that customers’ REO needs are met without having to even think about it.

REGULATORY COMPLIANCE: With thorough knowledge and understanding of state, county, and local codes and ordinances, First Freedom Preservation offers regulatory compliance and code compliance management.

WHAT SETS YOU APART FROM YOUR COMPETITORS? First Freedom Preservation provides lenders, banks, and brokers who are spending too much time managing and restoring properties, a simpler solution. FFP helps them recognize their true potential, making their lives easier and getting their properties sold quicker.

FFP does things differently than its competitors by:
» Using innovative systems to ensure the highest standard of quality on each REO project.
» Communicating 24/7 with ongoing progress updates and status reports for each REO property, including daily onsite photos to monitor progress and provide peace of mind.
» Providing access to a state-of-the-art online portal to track spending and project deadlines.
» Employing only licensed, full-time contractors with a wide range of skills for home repairs and renovations, plus a reputation for reliability, solid workmanship, professionalism, and a supreme attention to detail.
» Providing recommendations and not just being order takers.
» Handling all REO projects as leaders and innovators so clients can relax and concentrate on selling more properties.

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS? By concentrating on providing quality, collaborative, on-time, one-stop property management, renovation, and preservation services, FFP makes lenders’ and brokers’ lives easier by saving time and money and getting their properties sold faster at a higher market price with the least amount of exposure.

WHAT ARE THE KEYS TO YOUR SUCCESS? The key to First Freedom Preservation’s success hinges on its culture, which is about providing top-quality service on time. The company is dedicated to serving its clients with professionalism, integrity, and quality. Its business success is built on accessibility, respect, commitment, and partnership with its clients. Its culture of quality and time management is solidly anchored in the structure of the organization.

FFP has worked tirelessly to cultivate an environment that inspires the highest level of accountability and respect from its employees. It encourages regular and open communication with clients to build on success by selling completed REO properties and further establishing its commitment to maintaining neighborhoods.

WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED? In 2017, INC. 5000 recognized First Freedom Preservation. INC. 5000 selects “the superheroes of the U.S. economy, America’s fastest-growing private companies wielding powers like strategy, service, and innovation.” This honor was a reflection of FFP’s dedication to providing excellent customer service and integrating new innovations as it grows.

FFP’s customers are its best testament to its unique, one-stop, high-quality, collaborative services. Here is a sampling of recent accolades from FFP customers:
“First Freedom Preservation has a well-organized staff that handles bidding and repairs in a very professional manner,” said Gladwin D’Costa, broker at Maryland REO Realty. “I would definitely recommend the services to any bank or asset management company.”
“In the past two years, First Freedom Preservation has completed numerous projects for us,” said Desiree Callender of DCA Realtors. “Each project was handled with cost efficiency, timeliness, and most importantly, a standard of quality not normally found in the REO industry.”
FIVE BROTHERS

CORPORATE DETAILS: 12220 East 13 Mile Road, Suite 100 | Warren, Michigan 48093 | 855.552.8020 or 586.772.7600 | info@fiveonline.com | fivebrms.com

COMPANY DESCRIPTION: A certified Women's Business Enterprise, Five Brothers provides regulatory-compliant asset management solutions helping mortgage servicers nationwide save time, eliminate errors, and increase efficiency. The company utilizes field services, experience-based partnering, advanced technology, and knowledgeable customer service professionals to empower clients to maximize asset preservation, while reducing costs, streamlining operations, and optimizing borrower relationships.

COMPANY HISTORy: Five Brothers was founded 50 years ago, growing from a small local company into a major nationwide firm, becoming a recognized leader in the design and delivery of innovative, regulatory-compliant asset management solutions. Five Brothers has consistently demonstrated the ability to meet the specialized needs of residential mortgage servicers for safe, sound, and secure asset management.

Services include property preservation, inspections, property registration, hazard claims management, and valuation and REO management, as well as asset disposition services, specialized support services, and advanced mortgage technology solutions that streamline and simplify asset management processes. In 1995, Five Brothers developed the industry's first web-based workflow management system, FiveOnline®, which today serves as a portal to a large array of advanced technology solutions for mortgage servicers.

COMPLIANCE, CONVEYANCE, AND COMMUNITY: Five Brothers is a dynamic, agile national organization delivering asset management services that meet the needs of timely conveyance, verifiable compliance, and improved neighborhoods and communities. Conveyance or disposition is executed with both speed and precision carried out by expert field service professionals under formal compliance processes and procedures that cover every service category and every service event. Five Brothers’ advanced technology tools enable the company to quickly adapt to changing federal, state, local, and investor/insurer compliance regulations. The result is minimized conveyance time, maximized asset value, and preserved and thriving communities across the country.

KEY FEATURES/BENEFITS: Advanced Technology: Driven by ongoing technical innovation, Five Brothers has emerged as a one-stop source for turnkey asset management solutions that help mortgage servicers succeed in a rapidly evolving and highly competitive business environment. FiveOnline, the company’s web-based workflow management system, remains the industry benchmark for convenient, secure 24/7 online access to all inspection and property preservation information, as well as fast and efficient ordering, tracking, and management of asset preservation services. FiveLive, the company’s mobile field service management app, automates virtually every step of the work-order process in real-time, delivering significant gains in order speed, quality, transparent communication, and compliance.

Collaborative Partnership: A culture of hands-on partnering enables Five Brothers to deliver regulatory-compliant asset management solutions strategically aligned to each client’s business needs and operating goals. A nationwide team of experienced contractors, inspectors, and brokers enjoys a well-earned reputation for completing client orders accurately, on time and within budget. In addition, Five Brothers’ results-driven customer service personnel, like their field service counterparts, provide the individual attention that defines the Five Brothers service experience.

WHAT ARE THE KEYS TO YOUR SUCCESS? Multifaceted, fully integrated solutions are the key to Five Brothers’ ongoing success. Clients are able to draw on a full array of pre- and post foreclosure services, including property preservation, inspections, hazard claims management, and valuations; as well as REO management and disposition services such as occupied property management, premarketing services, marketing services, and closing and title services. The Five Brothers nationwide field service team is designed to meet this dual-track challenge.

Operating at the highest standards of quality and professionalism, network members are capable of performing efficiently at any and every point along the extended service continuum. All of this requires Five Brothers to recruit, train, and deploy exceptionally qualified personnel—a proven Five Brothers strength. The benefits to clients are considerable: the field service team helps optimize the borrower experience, create stronger customer relationships, and reinforce the servicer’s brand reputation, all while maximizing portfolio value.

WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED? The Progress In Lending Association named the company’s FiveLive Field Services Real-Time Workflow Management system winner of an innovation award.

www.fivebrms.com

Joe Bada
CEO

Nickalene Badalamenti-Kalas
President

Angela Badalamenti-Miller
Chief Client Relations

Tom Kalas
Chief Legal Counsel and Compliance

Joseph Miller
COO

STAFFING:
Employees: Over 400
Field Services Team: 5,000+

GEOGRAPHICAL SCOPE
Five Brothers operates in all 50 states, as well as in Puerto Rico and the U.S. Virgin Islands.

BUSINESS LINES, SERVICES, AND PRODUCTS:
» Nationwide field services
» Property preservation
» Inspections
» Property registration
» Municipal code compliance
» Hazard claims management
» Valuations—BPOs and appraisals
» REO management and disposition

Collaborative Partnership: A culture of hands-on partnering enables Five Brothers to deliver regulatory-compliant asset management solutions strategically aligned to each client’s business needs and operating goals. A nationwide team of experienced contractors, inspectors, and brokers enjoys a well-earned reputation for completing client orders accurately, on time and within budget. In addition, Five Brothers’ results-driven customer service personnel, like their field service counterparts, provide the individual attention that defines the Five Brothers service experience.

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GUARDIAN ASSET MANAGEMENT

CORPORATE DETAILS: 2021 Hartel St., Levittown, PA 19057 | GuardianAssetMgt.com

COMPANY DESCRIPTION: Tired of the “big-box nationals” linear approach to conveyance or REO management? Founded in 2007, Guardian Asset Management (GAM) provides clients with a fully customized and flexible solution to conveyance and REO management.

Services include: property preservation, inspection, hazard claim services, REO management and repairs, and general contracting services on both forward and reverse mortgages.

Sectors served: government agencies, banking institutions, GSEs, mortgage servicers, asset management companies, hedge funds, and the resort industry. Guardian is an SBA-certified HUBZone and 8(m), minority-owned, woman-owned business.

Guardian's key personnel have over 45 years of combined default and REO management experience and have been operating HUD single-family and Fannie Mae REO contracts since 1993. The team has managed standing inventory levels of more than 60,000 REO properties and have helped sell and manage more than 500,000 REO properties.

Guardian and its key personnel have held a top-rated quality service record for 20 years with HUD, Fannie Mae, GMAC, FDIC, GSA, Army Corps of Engineers, and the National Park Service.

COMPETITIVE ADVANTAGE:
» Utilization of Aspen Grove's iPrgoty, a fully transparent property management platform with an integrated mobile application that seamlessly integrates inspection and preservation results in real time
» Direct Vendor network
» Top-notch quality assurance program
» In-house QC and vendor training of employees
» Mobile application and dispatch board with real-time status

ADDED VALUE TO CLIENTS:
» Nationwide “boots-on-the-ground” coverage
» Full range of services: inspections through preservation services
» HOA, condo, and utility management
» Vacant property registration services

Guardian Asset Management is compliant with reporting inspection and preservation results in MISMO standards. This allows clients to reduce costs and have increased transparency and accuracy regarding asset status and preservation conditions.

KEYS TO SUCCESS:
» Dedicated work teams by project
» Fully transparent real-time data reporting with dashboards
» Accountability with vendor and work team scorecarding
» Vendor retention, including service bundling, routing software, field supply discounts, and in-house field training

INDUSTRY AWARDS, ACCOLADES, AND MILESTONES:
Guardian is an SBA-certified HUBZone and 8(m), minority-owned, woman-owned national property preservation and inspection company. Guardian Asset Management has a strong track record of providing services to the government sector, mortgage servicers, asset management firms, and banking institutions.

TESTIMONIALS:
“Keystone has had the pleasure of partnering with Guardian Asset Management on several business endeavors, all proving to be successful in stimulating growth and exceeding client expectations. Guardian’s leadership team are dedicated industry veterans that remain innovative in their approach to property preservation and maintenance. Their clear lines of communication and state-of-the-art technology allow for real-time transparency into the status and condition of each asset or project. Together, our firms have successfully executed on its mission, addressing and ensuring compliance with the increased regulatory requirements within the mortgage servicing industry.”

—Ryan Hennessy
EVP, Keystone Asset Management, Inc.

“Guardian is a forward-thinking company that runs an efficient operation. Their team leads and project managers are subject matter experts in the field of property preservation, repairs, and inspections. They exceed our required service-level agreements and provide us with KPIs, which are critical to achieving the highest ROI for our clients.

Guardian’s project teams communicate in an effective manner and their project scopes are the most comprehensive in the industry. Their documentation is detailed and is delivered in a timely and well-constructed manner. We truly appreciate the relationship we have with Guardian; it has helped us to secure more Asset Management business.”

—Ann Song, VP, LRES
M & M MORTGAGE SERVICES, INC.

CORPORATE DETAILS: 12901 SW 132 Avenue, Miami, Florida 33186 | 305.232.4300 | MMMortgage.com

COMPANY HISTORY: M&M Mortgage Services has been providing inspection and property preservation services since 1987. With more than 30 years of experience and a senior management team, M&M Mortgage Services serves all 50 states with personalized attention to all our clients. We believe that powerful solutions come from a strong communication process. Personalized attention, honesty, and integrity are the most important values in company.

REGULATORY COMPLIANCE: SSAE16 compliant.

BUSINESS LINES, SERVICES, AND PRODUCTS: M&M provides property inspection and preservation logistics services nationwide.

WHAT SETS YOU APART FROM YOUR COMPETITORS?
The personal attention we provide to our clients and their properties is unmatched in the industry. They always have a person they can reach out to.

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?
We don’t just process inspections and work orders, we review them in great detail. Every work order has a set of eyes on it. While we rely on automation for some quality control, the final review is always done by a person.

WHAT ARE THE KEYS TO YOUR SUCCESS?
Customer service and training are the main keys to success. We make it a point to ensure we provide a personal touch to everything we do. Our clients always have someone they can reach out to for any issue they may have. Our employees are continuously cross-trained to ensure they are capable of providing our clients with the personal attention they have come to expect from M&M.

PROPERTY PRESERVATION SERVICES:
» Code Violation Abatement
» Debris Removal
» Eviction Services
» HUD Conveyance Preparation
» Initial Securing and Lock Changes
» Lawn Maintenance
» Pool Securing
» Repairs and Restoration
» Restoring Utilities
» Roof Repair
» Snow Removal
» Water Pumping
» Window Boarding/Replacement
» Winterization

INSPECTION SERVICES:
» Bankruptcy Inspections
» Borrower Interview
» Commercial Inspections
» Compliance Inspections
» Detailed Property Condition Inspections
» FNMA Form 30
» Foreclosure Inspections
» Insurance Loss Inspections
» Leased Equipment Inspections
» Merchant Site Inspection Survey
» Mobile Home Condition Inspections
» Natural Disaster Inspections
» Occupancy Verification
» Quality Control & Annual Inspections
» REO Occupancy Status Inspections
» Residential Inspections
» Sale Date Inspections

KEY PERSONNEL
George Mencia
President
Jorge Martin
Vice President
Armando Sanz
Vice President Operations.

Staffing:
» Number of employees: 75

GEOGRAPHICAL SCOPE
Nationwide coverage
MFS SUPPLY, LLC

CORPORATE DETAILS: 31100 Solon Road, Suite 16, Solon OH, 44139 | 440.287.7442
vcianci@mfssupply.com | MFSSupply.com

COMPANY DESCRIPTION: MFS Supply is a national distributor of property preservation materials, HVAC, appliances, cabinets, lighting, plumbing, and accessories headquartered in Solon, Ohio. MFS Supply has carved out a strong market share in both the REIT industry and REO contractor space through partnerships and preferred supplier programs.

COMPANY HISTORY: Established in 2006, MFS Supply quickly expanded from selling lockboxes to supporting the property preservation contractor with winterization, securing, trash-out, lawns, pools, and more. Over the past decade, MFS expanded to include the multi-family, single-family, and REIT renovation industries through name brand appliances, cabinetry, HVAC, plumbing, lighting, as well as a variety of services including installs, haul-away, inspections, and warranty. Recently, MFS created the Preferred Supplier Program to provide participating REITs free shipping, custom pricing, 24 to 48 hour services, and warranty support.

REGULATORY COMPLIANCE: All products and services follow industry guidelines and regulations.

KEY FEATURES/BENEFITS: MFS Supply provides the courtesy and attention of a small business, with the low prices and wide selection of a big business. Every customer has their own designated account manager who they contact directly with any questions or requests. National field service customers partner with MFS for unique pricing that is shared to all their contractors, nationwide. MFS prides itself on listening to customers and working with them to support new initiatives and offerings. MFS Preferred Supplier Program was born from this correspondence, and has quickly been embraced by REITs. Each program is crafted around the REIT’s needs, whether that includes a renovation program around custom pricing for cabinetry, or providing tenants fast turn-around services for appliances and warranties.

WHAT SETS YOU APART FROM YOUR COMPETITORS? Excellent customer service and a constantly expanding product catalog. MFS Supply builds new programs, invests in new services, and procures new products constantly to satisfy our expanding customer base. MFS’s top tier support is provided to every customer, of every size.

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS? All customer facing teams establish strong relationships with customers. Holiday cards are exchanged and birthdays are remembered on both sides. As MFS has grown so fast, the company holds onto the small business style of customer attention and building a one-on-one sales experience.

WHAT ARE THE KEYS TO YOUR SUCCESS: Customer obsession. It’s not just about having the best pricing or the largest inventory, it’s about giving the customer a strong, reliable experience that cuts through the clutter of today’s online experience. That’s what keeps MFS customers coming back for each and every job.

WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED:
» CWR’s Weatherhead 100 Fastest Growing Companies in Northeast Ohio
» Brandon Guzman named in 2017 Crain’s 40 Under Forty
» Inc. 500 Fastest Growing Companies
» Plain Dealer’s Top Workplaces in Northeast Ohio
» Best of Cleveland Award in Locksmith & Keys

BUSINESS LINES, SERVICES, AND PRODUCTS: Cabinetry including cabinet measures, delivery, and installs. Windows, doors, siding, roofing, flooring, blinds, lighting fixtures, plumbing units, HVAC installs and inspections, appliances and appliance installs, delivery and haul-away, countertops. Additionally, MFS supplies securing materials including cleaning and chemicals, keys and key accessories, power equipment, locks and levers, fire protection, winterization, hardware, dehumidifiers, carriage bolts, SecureView clear boarding, lockboxes, pool covers and accessories.

“Attention of a small business, competitive prices, and large selection of a big business.”
MORTGAGE CONTRACTING SERVICES, LLC

CORPORATE DETAILS: 350 Highland Drive, Suite 100, Lewisville, TX 75067 | 813.387.1100 | contactus@mcs360.com | MCS360.com

COMPANY DESCRIPTION
Mortgage Contracting Services, LLC (MCS) is a national mortgage services company founded in 1986. Some of the largest and most respected banks and mortgage servicers in the industry trust MCS to perform property inspections, property preservation, REO property maintenance, property registrations, valuations, settlement services, and title and other mortgage-related services in all 50 U.S. states and surrounding territories. MCS has a history of providing these services in a highly regulated environment, the proven ability to handle large volumes of properties, and a record of recruiting and monitoring a substantial vendor network.

COMPANY HISTORY
MCS was founded in Tampa, Florida, in 1986 as a local field services provider. Privately held, it grew into a full-service, nationwide mortgage services provider to help protect and preserve our nation’s communities. In 2007, the company opened a second operational site in Plano, Texas, and achieved true dual-site operations between Tampa and Plano. MCS’ third operational site was opened in Ruston, Louisiana, in 2012. In 2016, MCS moved its headquarters from Plano to Lewisville, Texas, to provide additional space for company growth. These three sites include data, facility, and workforce redundancies supporting the entire scope of services the company provides, both presale and REO. In 2016, MCS formed MCS Solutions to incorporate the company’s valuations, title, and closing services, and steel security product line. This has allowed MCS to continue to grow and expand their product offerings while adding new clients.

WHAT SETS YOU APART FROM YOUR COMPETITORS?
MCS’ management team shares more than 750 combined years of experience in leading banks and mortgage servicing shops, providing their clients with the knowledge to proactively respond to and provide solutions in varying market cycles. That background gives them the foresight to deliver on clients’ every need and maintain long-term client relationships. The company also maintains its own nationwide network of insured inspectors and contractors to provide services in every U.S. ZIP code. This proprietary network is a key component to MCS maintaining a flexible and scalable infrastructure that allows it to adapt to any client’s evolving needs for service, volume, and reach. Additionally, providing complete dual-site data, facility, and workforce redundancies demonstrates MCS’ commitment to its role in the disaster recovery plans of its clients and vendor network.

WHAT ARE THE KEYS TO YOUR SUCCESS?
MCS responds with a sense of urgency to clients’ needs and delivers expert counsel, resulting in the company’s continuous growth and market retention. MCS strives to obtain excellence in technology, compliance, quality assurance, preparedness, communication, and service, and it continually reinvests in the enhancement of each of these components. The driving force of such efforts is MCS’ belief that each party involved is integral to the preservation process, while ensuring they have the tools and resources to be well informed and perform above standard levels. Leveraging sophisticated technology for a competitive advantage, MCS uses its proprietary platform (MCS360) to pioneer efficiencies for disseminating critical information between its clients and the field. From an internal perspective, MCS exudes a dedication of encouraging employees to achieve a balance among home, work, and philanthropy.

WHAT INDUSTRY AWARDS, ACCOLADES AND MILESTONES HAS YOUR BUSINESS ACHIEVED?
» Celebrated five-year anniversary in Ruston, LA, in 2017
» CEO Caroline Reaves awarded MReport’s Top Women in Housing in 2017
» Moved headquarters to Lewisville, TX, adding an additional 50,000 sq. ft. in 2016
» Celebrated 30th anniversary in 2016
» Received Employer of the Month in Ruston, LA, in 2015
» Doubled its Ruston, LA, operational site in 2014

GEOGRAPHICAL SCOPE AND COVERAGE AREA
» Nationwide Coverage
» Lewisville, Texas – Corporate Headquarters, Operations Center
» Tampa, Florida – Operations Center
» Ruston, Louisiana – Operations Center

KEY PERSONNEL
Caroline Reaves
Chief Executive Officer

John Maxwell
Chief Operations Officer

Chad Mosley
Chief Operations Officer, MCS Solutions

Rob Colbeck
Chief Technology Officer

STAFFING:
» Number of employees: More than 700
» Vendor/contractor network: More than 500 companies with thousands of individual inspectors and contractors

BUSINESS LINES/SERVICES:
» Property Inspection Services
» Property Preservation Services
» REO Property Maintenance Services
» HOA and Utility Services
» Property Registration Services
» Auction Sign Placement Services
» Steel Door and Window Security Services
» Valuation Services
» Title and Closing Services
NATIONAL FIELD REPRESENTATIVES, INC. (NFR)

CORPORATE DETAILS: 136 Maple Ave., Claremont, NH 03743 I 800.639.2151, ext. 2220 I mschagen@nfronline.com I NFROnline.com I Additional regional office: Bradenton, FL

COMPANY DESCRIPTION: National Field Representatives (NFR) is a privately owned mortgage field services company offering inspection and property preservation services through extensive coverage across all 50 states.

COMPANY HISTORY: NFR is in its 28th year as a leading-edge national mortgage field services company. Founded in 1989 through the purchasing of the assets of two companies, Old West Services and Representatives of New England with 15 years of prior experience. Since then, NFR has built one of the strongest national networks of prescreened, prequalified contractors in the field services industry. NFR continues to create innovative field service solutions for the largest mortgage servicers in the industry to the community banks. NFR completed an expansion of its Bradenton, Florida office in 2015 and at the end of 2017 will complete the New Hampshire expansion.

REGULATORY COMPLIANCE: NFR monitors regulatory (industry, investor, and local ordinances) updates daily to ensure they are CFPB and OCC compliant. Type 2 compliant and the company works with its clients and internal departments. NFR is SSAE16 compliant and the company works with its clients to ensure they are CFPB and OCC compliant.

KEY FEATURES/BENEFITS:
» NFR completes 100 percent of orders received for property inspections within agreed-upon timeframes.
» NFR has multiple checks and quality controls in place to provide the best results.
» NFROnline.com provides clients immediate retrieval of all results. This unique service reduces expenses for clients during regulatory audits.

WHAT SETS YOU APART FROM YOUR COMPETITORS?
» The company’s intense focus, experience, extraordinary people, and flexibility set it apart from competitors. After 28 years, NFR remains focused on and devoted to meeting the ever-changing needs of the mortgage field service industry. The company’s unique relationship with its vendor network allows NFR to get the job done, even in the most adverse situations.
» NFR has built its business around four principles: accuracy, timeliness, customer service, and automation. These four principles are what sets the company apart from the other field servicers, and form the foundation to its mission of superior, consistent service.

WHAT ARE THE KEYS TO YOUR SUCCESS?
» NFR stands behind the philosophy “We get it done!” The company honors its commitment to complete the job with reliability, dependability, and integrity.
» NFR builds long-term relationships based on trust and honesty with clients, employees, and independent subcontractors.
» NFR’s average tenure still exceeds five years amongst all employees. For those who have been with the company for more than five years, the average tenure jumps to over 11 years. This means that NFR customers receive years of knowledge and experience from people who have been through it all and have grown with the industry.
» The company’s partnership with its subcontractor network is vital to NFR and to its clientele. It is with this understanding and respect that NFR is able to get the job done completely and on time.
» The company’s Technology Department understands the needs of the servicer and has developed NFROnline to grow with the industry.
» NFR is able to integrate with third-party systems.

WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED?
Business of the Year in Claremont, New Hampshire, in 2017

TESTIMONIAL:
“One of the things I like most about NFR is that their team truly cares about my business. They’re great to work with in that they’re generally proactive; however, when I need something done, they react quickly. Their focus on process improvement and innovative enhancements sets them apart.”
—Dan Stack, AVP Property Preservation, CIT Bank
NORTHSIGHT MANAGEMENT

CORPORATE DETAILS: 8901 E. Mountain View Road, Suite 100, Scottsdale, AZ 85258 | Northsight.com

COMPANY DESCRIPTION: In 2017, two of the industry’s leading property preservation firms, Northsight and TruAssets, LLC, merged, bringing together resources renowned for their exemplary customer service and elite technology. That disruptive new company, Northsight, is now the only national property preservation company built to manage the needs of today’s mortgage lender and servicer. Northsight supports mortgage-lending and servicing clients of all sizes with mortgage field services, including marketable and conveyance repairs; recurring field services, inspections, P&P, REO property maintenance, and customized client solutions. Their solutions are robust enough to serve the largest clients and flexible enough to maintain the highest of service levels.

WHAT SETS YOU APART FROM YOUR COMPETITORS?
» Dedicated client team for each customer
» Extensive vendor coverage (50 states, plus Puerto Rico)
» Highly capable, carefully screened, and motivated vendor team
» Minimal use of fourth-party service providers
» Robust, flexible technology designed and customized to client needs

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?
Northsight clients will tell you that the Northsight staff becomes part of their team. Northsight’s flexible, customizable technology and capable service network enable them to reduce personnel capacity without sacrificing service time or quality. The bottom line about Northsight Management is that they help your bottom line!

WHAT ARE THE KEYS TO YOUR SUCCESS?
As is likely the case with your business, there is no secret sauce to Northsight’s success. Rather, its success depends upon that of its clients. And clients don’t succeed without the work of Northsight’s motivated service network. Clients tell Northsight frequently that its vendors are among the most professional they deal with. That’s because they treat vendors as partners. The result is accurate, professional, and effective work—every time.

“Disruption doesn’t happen overnight. Instead, it’s where an understanding of what the market truly wants and needs intersects with hard work and attention to detail. We treat our partners like clients and the result is that they treat our clients like their own. We treat people the way we want to be treated. And we don’t cut corners, but rather, find the best way to get even the smallest things done right. That’s why people will soon be talking about our business model as disruptive in the service provider space.”

- Steve Johnson, President, Northsight

END-USER CATEGORIES:
» Lender/Servicer
» Outsourcer
» Agent/Broker
» Attorney
» Service Provider

BUSINESS LINES/SERVICES/PRODUCTS:
» Key features: Customizable property preservation solutions built for each client’s unique needs.
» Delivery platform: Specially designed platform capable of full integration with most servicing platforms.
» Key benefits:
» Dedicated and knowledgeable service teams
» Transparent, real-time status reporting
» Minimal outsourcing to fourth-party providers
» Highly qualified and motivated service network
» Ease of access and monitoring via mobile app and customizable software

Northsight—a lot of FHA/GSE. So much so that there’s very little they haven’t seen when it comes to FHA or GSE work. While other providers are troubleshooting issues unique to these properties and their requirements, Northsight has already done it. Meaning less time, less cost, and less hassle for you.

Finally, Northsight’s servicer clients tell them repeatedly that once they submit an order, there’s no mystery or anxiety. Northsight gives them real-time reports through its proprietary vendor portal, accessible just about anywhere they can access the Internet (including via our mobile application). They are in close contact with their service providers, so there is no waiting on reports or calls from the field. Northsight is virtually there with them in the field. Northsight’s clients are also able to comment or make requests through the same portal in real time, all of which means “I’ll get back to you” really isn’t something you’ll hear from Northsight.

Obsession with client focus. Technology built around your needs. A service network that’s unparalleled and a client portal that virtually eliminates anxiety, waiting, and guesswork. The result of all of this? Accurate, professional, and effective work—every time.
SAFEGUARD PROPERTIES MANAGEMENT LLC

CORPORATE DETAILS: Headquarters: 7887 Safeguard Circle, Valley View, OH 44125 | 800.852.8306 |
SafeguardProperties.com | Other sites: Richardson, TX

COMPANY DESCRIPTION: Safeguard Properties is the mortgage field services industry leader, inspecting and preserving vacant and foreclosed properties across the U.S. Founded in 1990 by Robert Klein and headquartered in Ohio, Safeguard provides the highest-quality service to our clients by leveraging technology and developing industry-best practices and quality-control procedures.

COMPANY HISTORY: Founded in 1990 by Robert Klein, Safeguard began as a regional mortgage field services company and has since grown nationally. In 2010, Klein passed the torch to then-CEO Alan Jaffa to succeed him as CEO. Klein assumed the role of Founder and Chairman and remains a vital part of the industry today. Under Jaffa’s visionary leadership, Safeguard continues to grow through expanded services, technology investments and strategic acquisition.

REGULATORY COMPLIANCE: Safeguard is committed to ensuring processes and procedures align with the new laws and regulations. Significant investments in technology are what distinguish Safeguard as an industry leader. Through real-time mobile updates and quality assurance programs, Safeguard provides the highest level of compliance for its clients.

KEY FEATURES/BENEFITS: Technology plays a strategic role at Safeguard and within the mortgage field services industry. As an industry leader, Safeguard’s technologies guide the field services industry as a whole into the future. Our technologies improve quality of work using geolocation services; big data analytics and workflow distribution; state-of-the-art data centers that ensure stability and redundancy, and mobile capabilities that provide real-time results.

WHAT SETS YOU APART FROM YOUR COMPETITORS? The philosophy Customer Service = Resolution® has been the foundation of the company’s success. This is more than just a motto—it’s a promise to deliver the highest level of quality service.

Safeguard leads the industry in the development of technologies to ensure compliance with local, state, and federal regulations, and is proactive in developing systems to assure the highest rate of clean audit findings. Safeguard is vigilant about protecting the security of information, supporting clients’ regulatory and internal compliance requirements, and quantifying the quality of the company’s performance.

Safeguard has identified critical issues within the industry, convened national discussions, and led working groups with representation from the mortgage industry, the field services industry, and government to find resolutions. In addition, Safeguard hosts the annual National Property Preservation Conference, bringing together industry leaders to discuss current issues and to develop solutions.

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS? Safeguard has built strong relationships with local communities and key industry members. Safeguard reaches out at the community level to city officials and code enforcement officers to provide education and assistance.

Safeguard has long been in the forefront of bringing creative thinking to the industry. By critically looking at current issues and those on the horizon, Safeguard provides solutions to minimize risks to clients and properties.

WHAT ARE THE KEYS TO YOUR SUCCESS? Safeguard’s success and reputation are built on a fundamental commitment to customer service, a sense of responsibility for the work performed, and a clear and comprehensive understanding of the investor and insurer compliance issues that affect the mortgage industry. Founder and Chairman Robert Klein’s vision was to create a company focused on client satisfaction through business partnership. Safeguard is committed to building and sharing industry best practices to protect the integrity and value of the nation’s housing stock, to deliver the most efficient and cost-effective services in the industry, and to work on behalf of its clients to comply with all regulatory requirements.

WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED?
» HousingWire Women of Influence (2017): General Counsel and Executive VP Linda Erkkila, recognized for her female leadership in a male-dominated field.
» Crain’s Cleveland Archer Awards (2017): AVP of Human Capital Jennifer Anspach, recognized as a finalist for HR executive of the year.
» MReport Women in Housing (2017): General Counsel and Executive VP Linda Erkkila, recognized as a leading lady.
» HousingWire Rising Star Award (2015): AVP of Investor Relations Kellie Chambers, recognized as being in the next generation of industry leaders.
» InformationWeek Elite 100 (2015): Safeguard recognized as a technology innovator.
» Medical Mutual Pillar Award Finalist (2014): Safeguard’s employee-led Cares Committee, a finalist by SmartBusiness magazine for the Medical Mutual SHARE Award.
» Crain’s Cleveland Business FAST 50 (2014): recognized as one of the 50 fastest-growing companies in Northeast Ohio.
» Ernst & Young Entrepreneur of the Year® Award (2013): CEO Alan Jaffa, a finalist for northeast Ohio region in the category of professional services and asset management firms.
» Crain’s Cleveland Business News CFO of the Year (2013): CFO George Mehok.
» Joe Casa Leadership Award (2012): Founder and Chairman Robert Klein, recognized as the highest standard of professional achievement in the settlement services industries in Northeast Ohio.
» Weatherhead 100 Award (1996–2014): recognizes and encourages the truest spirit of entrepreneurialism in Northeast Ohio; awarded 17 years straight; in 2010 and 2011, received the organization’s top award.
» Crain’s Cleveland Business News CFO of the Year (2010), CFO Greg Robinson.

CONTACT:
TOD BURKERT
VP of Business Development
800.852.8306, ext. 1675
Tod.Burkert@SafeguardProperties.com

SAFEGUARD PROPERTIES MANAGEMENT LLC

Property Preservation Guide
**Property Preservation Guide**

**SENTINEL FIELD SERVICES, INC.**

**CORPORATE DETAILS:** 375 S. State Street, Suite D, Clearfield, Utah 84015 | 801.920.6764 | info@sfsco.net | SFSCo.net

**COMPANY DESCRIPTION:** Sentinel manages its nationwide network of inspectors and contractors to provide property inspections, property preservation, REO property maintenance, and repairs. Sentinel’s success is the direct result of its “field-first” focus—a realization that its clients’ success is largely dictated by what happens out in the field, not in a centralized headquarters office. Utilizing this approach, Sentinel quickly mobilizes local knowledge and expertise to address any challenges at the clients’ properties. A deliberately simple and flat organizational structure peels away layers of communication and escalation hand-offs, and substantially decreases the “distance” between the clients and their properties. The results are increased regulatory compliance, reduced incidence of re-conve- nance, and increased REO recovery rates.

**COMPANY HISTORY:** Founded in 2001, Sentinel has a long history of providing reliable and superior inspections and property maintenance, repair, and preservation services, for preforeclosure and REO properties. To meet our clients’ needs, Sentinel expanded and strengthened its coverage areas, while maintaining consistent high quality and service ratings.

**REGULATORY COMPLIANCE:** Sentinel’s precision and deep expertise in preconveyance maintenance and REO dispositions is a key support to client compliance with mandated timelines and regulations. Strict adherence to all established timelines is a critical element of Sentinel’s value proposition to its clients. A commitment to zero defects in the completion of all work orders helps avoid re-conveyance and supports maximum recovery from REO asset disposition. Consistent, thorough documentation of all completed work is facilitated by secure and robust technology. Redundant systems, backstopped by sound security and disaster recovery practices, ensure full compliance with all regulatory requirements for data storage and retrieval.

**KEY FEATURES/BENEFITS:**

“Super-regional” field model: This approach combines the critical mass and scalability of a large national provider with essential local knowledge and expertise to cover all states and drive superior results.

“Field-first” focus: Local Sentinel staff support service providers to improve timeliness and quality of results. Regional variation is effectively addressed to ensure consistent results.

“Zero-defects” performance: Extensive application of Six-Sigma principles drives continual process improvement and increased performance. Doing it right the first time reduces unnecessary expenses and delays associated with rework.

100 percent quality review: Whether by internal staff in the headquarters office, by field managers in the regional field offices, or by independent QC inspectors contracted by Sentinel to review field results, 100 percent of all work orders receive a manual review prior to submission to the clients. This dedicated approach ensures consistent performance and reduces expenses and risks for clients.

Deep industry expertise: Many successful years providing inspections and property preservation position Sentinel as a valued partner, not just another vendor. Sentinel consults with clients to improve people, processes, and technologies.

**WHAT SETS YOU APART FROM YOUR COMPETITORS?**

**Passion for precision:** The very essence of what distinguishes Sentinel from other field services companies is perfectly summed up in the company’s name. One of the company’s co-founders served in the military as a sentinel at the Tomb of the Unknowns at Arlington National Cemetery, and was responsible for securing and preserving those sacred grounds. As the company name suggests, Sentinel secures, preserves, protects, and maintains properties on behalf of its clients with a similar commitment to precision and performance.

**Systems savvy:** Sentinel’s clients use a wide variety of systems and technologies. Over a long history of adapting and integrating with client systems, Sentinel has developed unique tools and approaches that support systems solutions, drive greater efficiency and effective- ness, and deliver superior results.

“Field-first” focus: Sentinel rejects the notion that geographically-diverse properties can be effectively and efficiently managed and maintained from a centralized national office. Property needs and services vary significantly from state-to-state and city-to-city based on dimensions such as weather patterns, growing season, local code enforcement, age and condition of the housing stock, building methods, labor costs, local economic conditions, dump fees, and cost of materials. Sentinel deploys employees close to the properties in the field to ensure that clients’ needs are quickly and effectively addressed by experts with relevant local expertise.

**Partnership provider:** With many years of experience in providing services through the ups and downs of the mortgage industry, Sentinel is uniquely positioned to be more than just another vendor. Clients rely on Sentinel’s extensive business, industry, and leadership expertise to improve enterprise-wide processes and performance, while remaining in compliance with local and national regulatory requirements.

**STAFFING:**

- **Number of company employees:** 30

**KEY PERSONNEL**

**Phil Johnsen**

CEO

**Cassie Jones**

Director of Field Support

**Derrick Reaves**

Director of Operations

**GEOGRAPHICAL SCOPE**

Responding to its clients’ needs, Sentinel expanded its “super-regional” coverage to now include all states. Sentinel manages relationships with hundreds of local inspectors and contractors, each bringing deep experience with local codes and regulatory requirements, material suppliers, dump fees and regulations, weather patterns, and housing stock. Many of these inspectors and contractors have relationships with asset managers, local brokers, and agents as well.
TRULY NOBLE SERVICES, INC.

CORPORATE DETAILS: 2909 Broadway Blvd., Garland, TX 75041 | 972.272.2455 | TrulyNobleServices.com

COMPANY DESCRIPTION: Truly Noble Services, veteran owned, was founded almost 25 years ago with not much more than two young people with a truck and cleaning supplies. Starting out as a small carpet-cleaning business, this organization has now turned into a leader in the field services business. With headquarters in Garland, Texas, Truly Noble Services has the ideal location for many of the top REO clients, GSEs, and private clients that they service today. Whether your needs are property preservation, rehabs, repairs, HVAC, flooring, appliances, electrical, plumbing, etc., they have the teams to provide the work for you. From the smaller tasks to the large projects, they have the abilities and personnel to complete the work on time, correctly, and priced competitively. They are known as one of the premier regional and SAM vendors in this industry. They not only bring years of experience but also the up-to-date technology needed for tracking field techs and for the invoicing when the job is completed. The owners, James Easley and Randy Cecil, know that providing good service and quality workmanship are key ingredients in customer satisfaction and retention. Their job completions for services and cost efficiencies can help their corporate REO clients reduce losses and shorten their timelines, while preserving and protecting their homes that will be sold back to the public. Whether the buyer is a returning veteran or a first-time homebuyer, it is the company’s promise to be the best service provider clients can have. They believe in integrity of work, integrity in pricing, and the old-fashioned way of giving the best service to anyone who comes through their doors. “We still believe trust between us and our customer is our most revered asset.”

USER STATS:
» 24/7 services
» Service provider in eight-state region (TX, OK, LA, MS, AL, AR, GA, FL)
» 5,000+ customer data base (retail, agent, corporate, servicers, others)

WHAT SETS US APART FROM COMPETITORS?
» Access to executive management
» Willingness to listen and remain transparent
» Formal performance reporting
» Responsiveness to client needs
» Tailored services
» Multiple process support
» Systems development
» Designed for the default servicing industry within the preservation and rehab arena

WHAT ADDED VALUE DO YOU BRING TO THE CLIENTS?
» Job-site supervision
» Operational efficiencies via system and reporting platforms
» Adaptability to volume expansions and contractions
» Knowledge of state and municipal code requirements

KEYS TO OUR SUCCESS:
» A business model that has been refined to satisfy client-driven needs, whether interurban or rural
» Strategic supplier partnerships
» We coordinate market studies to help promote customer awareness.
» Ongoing performance review of services provided
» 25 years of earned experience
» Honesty
» Integrity
» Pursuit of excellence

AWARDS:
» Readers’ Choice Best Home Remodeler Services – Piano 2012-2013
» Thumbtack for Professionals Best of 2015
» Amazon Beta Selective Contracts 2015

ACHIEVEMENTS: Truly Noble’s people assets have grown three-fold over the preceding six years. They now have 125+ employees and a subcontractor network of 2,400+ crews. Revenue generation has more than doubled in the same time span. They now maintain a company service fleet garaged in their various warehouse locations to serve their respective markets.

 Truly Noble
Services, Inc.
“From the foundation to the roof, we’ve got you covered.”
**US BEST REPAIR SERVICE, INC.**

**CORPORATE DETAILS:** 2004 McGaw Ave., Irvine, CA 92614 | 888.750.BEST | contact@usbestrepairs.com | USBestRepairs.com

**COMPANY DESCRIPTION:** US Best Repairs is a full-service construction company specializing in inspecting, preserving, repairing, renovating, and the ongoing maintenance of residential and commercial properties in all 50 states. As a company that is client driven and focused on results, US Best Repairs clients value dependability, craftsman-grade workmanship, quick timelines, cost-effective pricing, friendly professional staff, construction management expertise, and accountability.

**COMPANY HISTORY:** Founded in 2004 from a small handyman repair and renovation company serving Southern California, US Best Repairs quickly grew to become the large national construction company it is today. In the more than 2.3 million work orders we have successfully completed, US Best Repair Service’s dedication to going the extra mile in serving clients is a company culture and has been a large factor in the company’s growth and success.

**REGULATORY COMPLIANCE:** US Best Repair Service continuously trains its staff and vendors in consumer protection and risk management. Consumer inquiries and complaints are addressed immediately, and all data is kept secure to protect borrower information at all times. US Best Repair Service’s risk assessment and management model includes: third-party due diligence, including thorough assessment of vendors, background checks, oversight and corrective action management; contracting agreements, regulatory training, and SLA agreements and continued oversight and review of vendor risk, regulatory changes, and performance management.

**BUSINESS LINES, SERVICES, AND PRODUCTS:**
Some residential and commercial services include:
- Property preservation
- REO property services
- Property renovations, rehabilitations, and repairs
- Fix and flip/rent
- Monthly maintenance and landscaping
- Evictions, cash for keys and deed in lieu of foreclosure property services
- Vacant property registration
- Code violations
- Hazard claims inspections, estimates, and repairs
- Property inspections and outreach programs
- Utility services
- Property demolition and land grading
- Facilities maintenance and repairs
- Commercial construction, repairs, and maintenance
- Road, sidewalk, driveway, and parking lot paving, striping, and maintenance

**WHAT SETS YOU APART FROM YOUR COMPETITORS?:** US Best Repair Service is not a processing company. It’s a construction and field services company. US Best Repairs CEO Mark Zaverl became a general contractor in 1978. He knows what it’s like in the field because he’s been there for over 37 years. From the top down, the company has people with construction experience in every key area, and throughout its teams and departments, including property preservation. US Best Repair Service also pays subcontractors and vendor invoices on a weekly basis, which keeps the trucks rolling.

**WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?**
US Best Repair Service’s clients value the company’s dependability, craftsman-grade workmanship, quick timelines, cost effective pricing, friendly professional staff, construction management expertise, and accountability.

A great value example is that US Best Repair Service cost estimators are knowledgeable about the requirements and average cost for each type of job. As each job is reviewed, the estimator is able to determine if the bid amount in question is too high or low for the scope of work provided. If the bid is too high, the US Best Repair Service team will discuss the proposal with the field crew to gather additional information about why the job is higher in cost than it would normally be, and will adjust or negotiate as necessary. If the price is extremely low, US Best Repair Service’s estimators check to ensure that any items are not missing before submitting the estimate. Accurately completing an estimate saves our clients the time and costs involved in requesting additional items, scopes, and missing information. Accurate estimates also save time and money by reducing the amount of change in orders and by giving clients the right numbers they need to make decisions, while performing due diligence, which helps mitigate surprise costs.

**WHAT ARE THE KEYS TO YOUR SUCCESS?**
It’s all about the people and picking the right partners, employees, and vendors. All of these people have to be dedicated to succeed. US Best Repair Service has great people that we work with, from someone at the desk to someone in the field, all of these people create a dynamic that encourages growth.

**WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED?**
- Bank of America FSC Contractor of the year award (2011).

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**KEY PERSONNEL**

**Mark Zaverl**  
President and CEO

**Sam Tucci**  
VP Business Operations

**Kyle Keller**  
VP Construction & Operations

**STAFFING:**
- Number of employees: 105

**GEOGRAPHICAL SCOPE**

Nationwide crews (all 50 states) for all preservation and construction services.

**KEY FEATURES/BENEFITS:**
- Focused on creating value for our clients by streamlining processes and through proactivity in lowering cost
- Third-party vendor management compliant
- Continuously improved work flow processes
- Project/work flow management technologies provide real-time updates to clients, vendors, and staff
- Dependable
- CEO general contractor since 1978
- 100 percent accountability and satisfaction guarantee

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**REGULATORY COMPLIANCE**

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**WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED?**
- Bank of America FSC Contractor of the year award (2011).
ZVN PROPERTIES, INC.

**CORPORATE DETAILS:** Corporate Headquarters: 957 Cherry Street, Canal Fulton, OH 44614 | 330.854.5890 | Hazard Claims Office: 3150 Premier Drive, Suite 120, Irving, TX 75063 | 330.854.5890 | ZVNProperties.com

**COMPANY DESCRIPTION:** ZVN Properties is a privately held field service company built on the foundation of experienced leadership, honesty, and integrity. ZVN strives and succeeds in minimizing the impact and expenses of mortgage default on its valued business partners, while also adhering and complying to their timelines. Using a web-based order-management system, ZVN is able to quickly engage new customers and transfer results to its existing client base. ZVN’s staff values accountability, and its excellent company synergy allows them to make a difference—the ZVN Difference—to valued business partners.

**COMPANY HISTORY:** ZVN was founded in 2004 by Bryan Lysikowski and Rick Hoback, and has evolved from a local field services company into a national company. Forward-thinking and hard work have been the cornerstone of its performance-driven culture. ZVN is able to adapt to the challenges presented in a changing industry, which has been a key part of our success over the last 13 years, with many more to come! ZVN has surpassed numerous milestones up to this point, and continues to refine its approach as the industry changes.

**WHAT SETS YOU APART FROM YOUR COMPETITORS?**
ZVN sets itself apart by keeping a strong focus on quality and ensuring that when industry expectations shift or change, ZVN adapts. The combination of its excellent internal staff, exemplary vendor network, and ability to streamline results to clients through its system technology is what's called the "ZVN Difference."

The first item that sets ZVN apart from its competitors is that they have a quality and experienced staff that is trained and ready to handle any challenge or task that is presented. Internal Quality Assurance teams review incoming results and ensure they are up to clients' quality standards. Not only are these teams able to assist vendors with questions from the field, but they are also critical in communicating client expectations to the field. They ensure that work performed is both of quality and completed in a timely manner.

Another key difference is ZVN's ability to support its vendor network with W-2 field technicians. ZVN's vendor management team is tasked with building and supporting an extensive network of trained vendors. This network is supplemented by trained W-2 employees who are able to cover difficult areas and also perform on-site quality control, as well as training to new vendors in our network. Their vendors and W-2s work closely with ZVN's experienced internal staff to ensure that nothing is overlooked and that clients are happy with the results provided from the field.

Technology plays a major role in our industry, which is why ZVN makes sure to use a platform designed to streamline results to the client. ZVN is able to send work to the field, receive results from the field, and communicate to its vendor network in real time.

These three items are what help ZVN distinguish itself from the competition. Experienced staff, trained W-2 field technicians, and the ability to adapt and change through technology are what help make the difference—The ZVN Difference.

**REGULATORY COMPLIANCE:** ZVN’s Regulatory Compliance Manager works to make certain that ZVN is up to date with all regulatory and legislative rules which impact our business. When federal, state, local, or investor/insurer changes occur, ZVN’s RCM communicates and implements the changes into our processes. Detailed disaster recovery processes, ZVN’s secure storage of all work orders, and results data guarantee compliance with regulatory requirements.

**CONTACT:**
Kiyoshi D. Hunt
SVP Strategic Partnerships
330.854.5908, Ext. 2209
khunt@zvnproperties.com

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**KEY PERSONNEL**

Bryan Lysikowski
CEO and Co-Founder

Rick Hoback
President and Co-Founder

David Dolan
COO

Kiyoshi D. Hunt
SVP Strategic Partnerships

**NUMBER OF COMPANY EMPLOYEES:**
» 60 Full-Time Employees

**GEOGRAPHICAL COVERAGE AREA SERVED:**
» Providing services in the United States, the Virgin Islands, Guam, and Puerto Rico

**SIZE OF VENDOR/CONTRACTOR & PROPERTY INSPECTOR NETWORK:**
» Vendor/Contractor Network: 3,500

**BUSINESS LINES/SERVICES OR SOLUTIONS OFFERED:**
» Property inspections
» Property preservation
» Property repair and renovation
» Hazard claim recovery services
» Multifamily construction
» Utility management
» Vacant property registrations